



Dear Patients and Staff,

April 27, 2020

We will continue to be committed in providing our patients and staff the safest care throughout this global outbreak. The intention is continue to go above and beyond to ensure that we are exceeding the highest standard of care and customer service.

Additional precautions we will take during this time;

- Monitoring of the CDC (Centers for Disease Control) and the WHO (World Health Organization) for their recommendations.
- Not allowing staff that has travelled outside of the US back to work without written note from a physician clearing health status.
- Sending any staff home that is displaying any signs or symptoms of illness. (staff temperatures will be taken if there is uncertainty)
- We will increase the frequency of our sanitation practices inside and outside our facility.
  1. Wiping down our waiting rooms, chairs, counters and door handles (in and out) hourly.
  2. Provide hand sanitizer to patients and staff. (Staff is encouraged to use soap and water for more than 20 seconds, as it is more effective in killing bacteria.
- The waiting room is closed and/or limited. Patients/Parents are being asked to waiting outside in their cars until we are ready for their appointment, and again until their child is done with their appointment.
- We have added Surgically Clean Air units to increase the circulation of clean air our office and are wearing N95 masks.

An email is sent out to all patients prior to their appointment asking them to continue monitoring their household for any flu-like symptoms. Patients have also been asked to call and reschedule should they feel ill. We are also asking our in office patients a few questions to help mitigate any potential exposures. These questions are:

- If you are a patient who has traveled outside the US within the last month
- Had contact with someone who traveled outside the US and was/is now sick
- Had contact with someone who was diagnosed with the novel coronavirus or the flu and/or are now experiencing any of the following symptoms: Temperature, Active Cough or Trouble Breathing

If the patient answers yes, the manager will be informed and we will take appropriate action to protect other patients and staff immediately!